



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: **Gusler et al.**

Serial No.: **10/015,246**

Filed: **December 17, 2001**

For: **Employing Speech Recognition  
and Key Words to Improve Customer  
Service**

§ Group Art Unit: **2655**  
§  
§ Examiner: **Rivero, Minerva**  
§  
§ Attorney Docket No.: **AUS920010967US1**  
§  
§ Customer No.: **50170**  
§

**Certificate of Mailing Under 37 C.F.R. § 1.8(a)**

I hereby certify this correspondence is being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 28, 2005.

By:

*Rebecca Clayton*  
Rebecca Clayton

**TRANSMITTAL DOCUMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Sir:  
ENCLOSED HERewith:

- Response to Office Action;
- Supplemental Information Disclosure Statement;
- PTO/SB/08A;
- References AA-AE;
- Letter to the Official Draftsman; and
- Six (6) sheets of formal drawings.

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447.

Respectfully submitted,

*Stephen J. Walder, Jr.*

Stephen J. Walder, Jr.

Registration No. 41,534

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ATTORNEY FOR APPLICANTS



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Group Art Unit: **2655**

Examiner: **Rivero, Minerva**

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**LETTER TO THE OFFICIAL DRAFTSMAN**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Submitted herewith are formal drawings (6 sheets) for the above-identified application.

Respectfully submitted,

Stephen J. Walder, Jr.

Registration No. 41,534

**Walder Intellectual Property Law, P.C.**

P.O. Box 832745

Richardson, Texas 75083

(214) 722-6419

ATTORNEY FOR APPLICANTS

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on April 28, 2005 by Rebecca Clayton